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|  | RESPONSIBILITIES | | Code: 01 |
| | | | Version: 01 |
| | <i>Name</i> | <i>Position</i> | <i>Fecha:</i> |
| Reviewed by: | Anderson Flórez Acevedo | Legal representative | 23/12/2016 |
| <i>Approved by:</i> | Anderson Flórez Acevedo | Legal representative | 23/12/2016 |

To Sol y Destinos Ltda. The implementation of the Sectoral Technical Standards is mandatory, but the company can't do it on its own and the accompaniment of their collaborators, customers and suppliers is necessary, that is why each of them must know and implement the procedures and good practices of Tourist Sustainability. To carry it out you need to know the following information:

WHAT IS SUSTAINABLE DEVELOPMENT?

It is the balance between the environmental, economic and sociocultural aspects in the development of tourism to ensure your long-term sustainability and that includes:

To make optimal use of the environmental resources that are a fundamental element of tourism development, keeping ecological processes and helping to conserve natural resources and biological diversity.

Respect the socio-cultural authenticity of the host communities, preserve their cultural heritage as a whole (architectural) and your traditional values and contribute to intercultural understanding and tolerance.

Ensure viable long-term activities that inform to all those interested in well-distributed socio-cultural benefits, including employment and income-earning opportunities and social services for host communities, and contribute to the reduction of poverty

The travel agency Sol y Destinos has defined a sustainability policy and the laws to develop and contribute to tourism sustainability.

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We show some of the documental aspects that the Agency develops:

1. ENVIRONMENTAL

- Conserve resources: Perform optimization of desktop effects and reuse as much as possible. Use elements to clean that are friendly to the environment.
- Measure your energy consumption and take measures to reduce your total consumption.
- Measure and regulate water consumption and take measures to reduce your total consumption.
- Reduce pollution by avoiding smoking in office and parking areas, and keep in mind that there is no accumulated water that could be an insect nest.
- The agency uses trash cans for the separation of waste and reusable and recyclable materials.
- The Company implements practices to reduce auditory pollution, lighting and air and soil contaminants. Get the equipment that least affect the health of workers (at first view, for example) and the environment (with energy saving systems, silent, among others).)

1.1 WATER

- ✓ Close the faucet keys correctly when finished using.

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- ✓ When brushing your teeth or hands, do not leave the faucets open, preferably use a glass.
- ✓ Collect and throw them into the organic waste garbage can. Do not use water to drag debris in the sink.
- ✓ Control the Agency's water consumption through billing.
- ✓ Select materials to easy cleaning with dry methods or low water requirements.
- ✓ Carry out a periodic preventive maintenance reviewing the status of the set of hydraulic and sanitary facilities.
- ✓ Report to the address, if leaks detected.
- ✓ Apply the informative instructions, regarding the water saving spread by the Agency.

1.3 WASTE / PAPER

- ✓ Get recycled paper or paper that is not bleached with chlorine.
- ✓ Use when possible sheets of 70g / m² instead of 90g / m², since it allows a reduction of more than 10% of the amount of paper used.
- ✓ Separate and deposit the waste in the identified containers.
- ✓ Print only when it is required to keep physical copies of the documents and share the information with the other processes or partners in the network to avoid printing the same documents several times.

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- ✓ Print on both sides of the paper sheets when possible, using the ink saving option for printing.
- ✓ Printing as an eraser and in black and white to avoid waste of ink and facilitate the reuse of paper.
- ✓ Replace paper towels with cloth towels or towels made with recycled paper.
- ✓ Perform preventive maintenance of office equipment, especially printers and photocopiers to avoid wasting paper due to frequent breakdowns.

2. SOCIAL

The ideal means to execute a process, which can be implemented in each and every one of the management and operation areas of the tourism companies, which allow ensuring that the operation of the different services and activities are being developed with a high degree of quality, but producing the least possible impact, which improves the image of the company in front of their costumers, its relationship with the environment and, therefore, your socioeconomic performance.

Good practices in which the social and economic benefits for the community are maximized and the negative impacts are minimized, that is, where the entrepreneur generates and supports the productive initiatives of the place where his productive initiative takes place, arranges with the local communities and indigenous codes of conduct for the activities that take place in their jurisdictions, ensures that the policies and norms established by society are respected and treats women and members of local minorities on equal terms.

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3. CULTURAL

Good practices where the benefits for the cultural heritage are maximized and damages are minimized, that is, where the employer acts, respects and promotes the codes of behavior in sites of cultural or historical importance and protects the archaeological and historical pieces . It also contributes to the protection and maintenance of historical, archaeological, cultural and spiritual assets and sites, as well as promoting and valuing local traditions.

For this to take place, the following should be promoted:

4. ECONOMIC

- Comply with the guidelines laid down by the General Management, related to the economic development of the company.
- Propose actions related to sustainability, which entail generating additional income for the staff, the company, the suppliers or the local community where it operates.

AUTHORITY RELATED TO SUSTAINABILITY

Within the Travel Agency Sol y Destinos Ltda. The Legal Representative or the General Manager or his Representatives have the ability to make modifications or pronounce themselves with guidelines before the sustainability management system.